



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

STAFF SERVICES MANAGER I
\$5,181-6,437
PRODUCER LICENSING BUREAU
SACRAMENTO

RESPONSIBILITIES: Under direction of the Producer Licensing Bureau Chief, the Staff Services Manager I (SSM I) oversees the operation of the Producer Licensing Processing Section which annually reviews and processes hundreds of thousands of license applications, license renewals and related documents for several license types, both individual and organizations, including property and casualty insurance broker-agents, life insurance agents, accident/health insurance agents, personal lines insurance broker-agents, insurance adjusters, bail agents, registered administrators and title marketing representatives. The SSM I is responsible for allocating and monitoring a high volume of processing work to a team of more than 30 staff to ensure that license applications, license renewals and related documents are processed in a timely manner. This includes handling the most sensitive inquiries from license applicants, licensees, insurance company representatives and others.

In addition, the SSM I oversees the operations of the Producer Licensing Call Center which annually responds to more than 100,000 producer licensing inquiries from license applicants, licensees, insurance company representatives and others by telephone and email. The SSM I supervises the development and analysis of performance measurement data and other workload information. Re-allocates resources and cross-trains staff as required to meet program objectives. Implements initiatives to increase efficiencies such as for telephone coverage; and, maintains a team-oriented environment for supervisors and staff who handle a high volume of license applications and license inquiries. Monitors operations to continually seek opportunities to increase effectiveness, efficiency, and improved customer services. The SSM I participates and, at times, takes the leadership role in both department-wide and producer licensing specific workgroups and task forces. Lastly, the SSM I conducts the most sensitive and critical assignments, including assisting on developing and implementing legislative and regulatory changes affecting the producer licensing program.

DESIRABLE QUALIFICATIONS:

- Ability to act independently, be open-minded and flexible to other ideas and solutions, and be tactful.
- Ability to make decisions that consider relevant facts and information, potential risks and benefits, and short- and long-term consequences or alternatives. Ability to

06/25/15 RJ

DO NOT SUBMIT APPLICATIONS TO CalHR

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

anticipate or identify problems and their causes; develop and analyze potential solutions or improvements using innovative and creative approaches

- Ability to motivate; work cooperatively with all levels in the organization, gain, as well as give, confidence and trust of others. Ability to establish and maintain a positive team-focused working environment.
- Ability to handle stress well, multi-task with changing priorities, problem solve by selecting and applying methods such as quantitative reasoning and continue to provide quality customer service.
- Excellent communication skills, both verbal and written.
- Ability to give effective oral presentations to high level staff.
- Demonstrate the ability to identify inefficiencies, generate new ideas, recommend solutions and propose plans to achieve proper objectives.
- Ability to create, evaluate and organize Internet and Intranet Web pages.
- General knowledge of the insurance industry and the Department's operations and mission.

WHO MAY APPLY:

Applications will be accepted from current State employees at the Staff Services Manager I level, those within transfer range, or individuals who have list eligibility. All applications will be reviewed; however, only the most qualified candidates will be interviewed. ***All applicants must clearly indicate the basis of their eligibility (i.e. SROA, surplus, reemployment, reinstatement, transfer, or list eligibility) on the state application.***

All applicants, regardless of the type of eligibility, must provide proof of meeting the minimum qualifications of the classification. To view the minimum qualifications, please visit [CalHR Job Descriptions](#) and type in either the class code or title of the classification for which you are applying.

Failure to provide proof of meeting the minimum qualifications of the classification through experience and/or education (if required) will eliminate you from being considered for the position.

APPLICATION PROCEDURE:

Please mail a completed standard [State Application STD 678](#) and proof of meeting the minimum qualifications of the classification to Reginald Justo, Department of Insurance, Human Resources Management Division, 300 Capitol Mall, 13th Floor, Sacramento, CA 95814. **Failure to provide proof of meeting the minimum qualifications of the classification through experience and/or education (if required) will eliminate you from being considered for the position.**

06/25/15 RJ

DO NOT SUBMIT APPLICATIONS TO CalHR

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.



JOB OPPORTUNITY

CALIFORNIA STATE DEPARTMENT OF INSURANCE

DO NOT EMAIL APPLICATION. Emailed applications will not be accepted. **PLEASE INDICATE "Staff Services Manager I, PSN # 413-145-4800-XXX" ON THE STATE APPLICATION.** Applications must be postmarked by the final filing date to be considered. For additional information, please call Reginald Justo at (916) 492-3351.

****Successful candidates must be able to pass a fingerprint-based background review prior to appointment.****

FINAL FILING DATE: Tuesday, July 7, 2015 - Close of Business (5:00 p.m.)

NOTE: Possession of minimum qualifications will be verified prior to interview and/or appointment. If it is determined an applicant does not meet the minimum qualifications, the application will be forwarded to CalHR for review and the applicant's name may be removed from the eligibility list.

If you are applying for more than one recruitment, a separate State Application (STD. 678) is required for each recruitment for which you would like to be considered.

06/25/15 RJ

DO NOT SUBMIT APPLICATIONS TO CalHR

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.
